

How to Succeed With Volunteers-In-Parks

60-Minute Module Series

INTRODUCTION

Training Guide

**National Park Service
Volunteers-In-Parks Program**



How To SUCCEED WITH VOLUNTEERS-IN-PARKS

60-Minute Module Series

Introduction
Program Planning
Needs Assessment
Motivation
Designing Jobs
Recruitment
Interviewing
Orientation
Training
Safety Management
Supervision
Delegation
Performance Reviews
Recognition

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INTRODUCTION

Throughout the history of the national parks, volunteers have carried on a proud tradition. From the establishment of the first national park, Yellowstone, in 1872, to the establishment of the National Park Service itself, in 1916, and continuing on today, private citizens have played a vital role in the development of the national park system. Interestingly, it was not until passage of the Volunteers in the Parks Act of 1969, that this long-term, informal association turned into a formal partnership.

Each year, tens of thousands of Volunteers-In-Parks (VIPs) willingly offer their time and skills to help protect and maintain the national parks. Volunteers are now involved in every aspect of park operations and management. It is our responsibility to make sure our VIPs have all the support necessary to do their jobs. This training, "How to Succeed with Volunteers-In-Parks," covers the important building blocks that will enable park volunteer managers and supervisors to provide that support. This module, "Introduction," provides some of the basic guidelines and philosophical underpinnings that are the basis of that support.

PURPOSE AND LEARNING OBJECTIVES

The **Purposes** of this module are to set a welcoming tone for the workshop and to offer a summary of the key elements, policies and expectations of the Volunteers-In-Parks Program.

Learning Objectives

Upon completion of this module, participants will:

1. Be aware of the essential elements of a complete, balanced volunteer program.
2. Understand key policies from Director's Order #7 (DO - 7), the Volunteers-In-Parks (VIP) Program guidelines.
3. Understand the role of volunteer manager can vary among different parks.
4. Know that volunteers have clear rights, as well as responsibilities.

GENERAL NOTES TO TRAINER

This module is intended to serve as the introduction to the 13-module training course “How to Succeed with Volunteers-In-Parks.”

1. Prior to attending the course, all participants should read Director’s Order #7 (DO - 7). Questions and issues will be shared at the beginning of the workshop.
2. All instructors should be involved in presenting parts of this module. This will help introduce them to participants.
3. Depending on the participant’s knowledge regarding Director’s Order #7, others sections may need to be lengthened or shortened to accommodate the DO - 7 section.

WORKSHOP OUTLINE

Transparency Handout Section Method of Presentation Time

T-1	Introduction	Lecture	3 minutes
	Summary of workshop	Lecture Brainstorm	7 minutes
	Ice Breaker	Group Activity	15 minutes
T-2 H-1	Director's Order #7*	Discussion	25 minutes
T-3 H-2 H-3 H-4	Role of Volunteer Manager	Discussion Lecture	5 minutes
T-4 H-5 T-5 H-6	Volunteer Rights and Responsibilities	Brainstorm Discussion	5 minutes

*** Pre-class assignment:** Read DO - 7. Questions and issues will be shared at the beginning of the workshop.

TOTAL TIME: 60 minutes

TRAINER'S NOTES

INTRODUCTION

Time: 3 minutes

T-1: Welcome to “How to Succeed With Volunteers-In-Parks”

Welcome all to class, introduce speakers, give site logistics.

Include the message “We assume you have come here to learn. We hope you are also willing to teach — to share some of the important lessons you have already learned about working with volunteers, whether with the National Park Service or elsewhere.”

SUMMARY OF WORKSHOP

Time: 7 minutes

T-2: Take Volunteers Seriously

T-3: Learning Objectives

This workshop will consist of 13 one-hour modules covering the essential elements of volunteer management. Taken as a whole, the essence of the training can be summarized in three words:

Take Volunteers Seriously!

Everything we will talk about will directly support this basic tenant.

Give a **brief summary** of what will be covered during the workshop. Read the learning objectives. Brainstorm any additional objectives from participants and try and relate them to the basic objectives as appropriate. Use flip chart paper and establish a “parking lot” for these questions and issues. Review periodically during training session.

Have participants take a piece of cover stock, fold it in half, and

ICE BREAKER

Time: 15 minutes

make their own name tags for the table. Instruct them to (1) show their name clearly, (2) use at least two colors of marker pens, and (3) show one interesting factoid (a job, a particular VIP, a site, etc.) relating to their VIP Program.

Ask all participants to introduce themselves in turn, and explain their name tags. Reward the top three tags with candy.

See Resources: Some books listed contain other ice breakers that can be used.

Present and discuss highlights of Director's Order #7 relating to

DIRECTOR'S ORDER #7 HIGHLIGHTS

Time: 25 minutes

T-4: Director's Order #7 Highlights

the VIP Program. Explain that much more will be covered during the workshop.

H-1: DO - 7

Pre-class assignment:

Read Director's Order #7. Questions and issues will be shared at this time.

Ask:

THE ROLE OF VOLUNTEER MANAGER

Time: 5 minutes

T-5: Role of the Volunteer Manager

H-2: Role of the Volunteer Manager

H-3: Options for Staffing a Volunteer Manager's Position

H-4: Sample Position Description for a Volunteer Manager

“What is the role of the volunteer program manager in your park?”

Describe how the job functions and skills of the volunteer program manager vary widely from park to park, depending on park management, park location, and size, initiative of the volunteer program manager, and other factors.

Brainstorm rights and responsibilities of volunteers. Mention that

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Time: 5 minutes

T-6: Volunteer Rights

T-7: Volunteer Responsibilities

H-5: Volunteer Rights

H-6: Volunteer Responsibilities

the same high level of conduct that is expected of paid staff is also expected of VIPs.

RESOURCES

END 60-MINUTE TRAINING

1. Independent Sector. *Giving and Volunteering in the United States*, 1996.
2. McCurley, Steve and Rick Lynch. *Volunteer Management: Mobilizing all the Resources of the Community*, Heritage Arts Publishing, 1996.
3. Newstrom, John W., and Edward Scannell. *Games Trainers Play*, McGraw-Hill Inc. ISBN: 0-07-046408-1.
4. Newstrom, John W., and Edward Scannell. *More Games Trainers Play*, McGraw-Hill Inc. ISBN: 0-07-046414-6.
5. Scott, Ann Firor and Susan J. Ellis. *An Overview of Volunteering*, (videotape), Cornell University, 1998.
6. Ulkens, Lorraine L. *Getting Together: Icebreakers and Group Energizers*, Jossey-Bass/Pfeiffer, 1997.
7. Ulkens, Lorraine L. *Working Together: 55 Team Games*, Jossey-Bass/Pfeiffer, 1997.
8. Vineyard, Sue. *Megatrends and Volunteerism: Mapping the Future of Volunteer Programs*, Heritage Arts Publishing, 1993.